

August 7, 2002

Marlene H. Dortch  
Office of the Secretary  
Federal Communications Commission (FCC)  
445 12th Street SW, TW-A325  
Washington, DC 20554

Re: Ultratec's Petition on CapTel - Docket 98-67

As a person who has experienced CapTel, I am sending these comments to support Ultratec's petition to the FCC on the offering of CapTel service. I have had the opportunity to experience CapTel calls, and can tell you first hand the impact it has made on my ability to use the telephone.

I lost my hearing at age 14 and have been learning to cope ever since. I use TRS daily for business and personal use. I find it cumbersome and slow and frustrating. CapTel is so much better. Many times I can hear the person clear enough to understand, and if I can't, then the captions are right there if I need them. It is faster than two line VCO and much less expensive. I can use it at home even though I live in an area where I can not get 2 phone lines or 3 way calling. It has made my daily life much easier and given me direct control over my phone calls.

I learned about CapTel from Ultratec's website, but the chance to participate in the trial done by the Federal Relay Service was a dream come true.

In closing, CapTel should be recognized by the FCC as a reimbursable TRS service.

Sincerely,

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